Figure 1

100

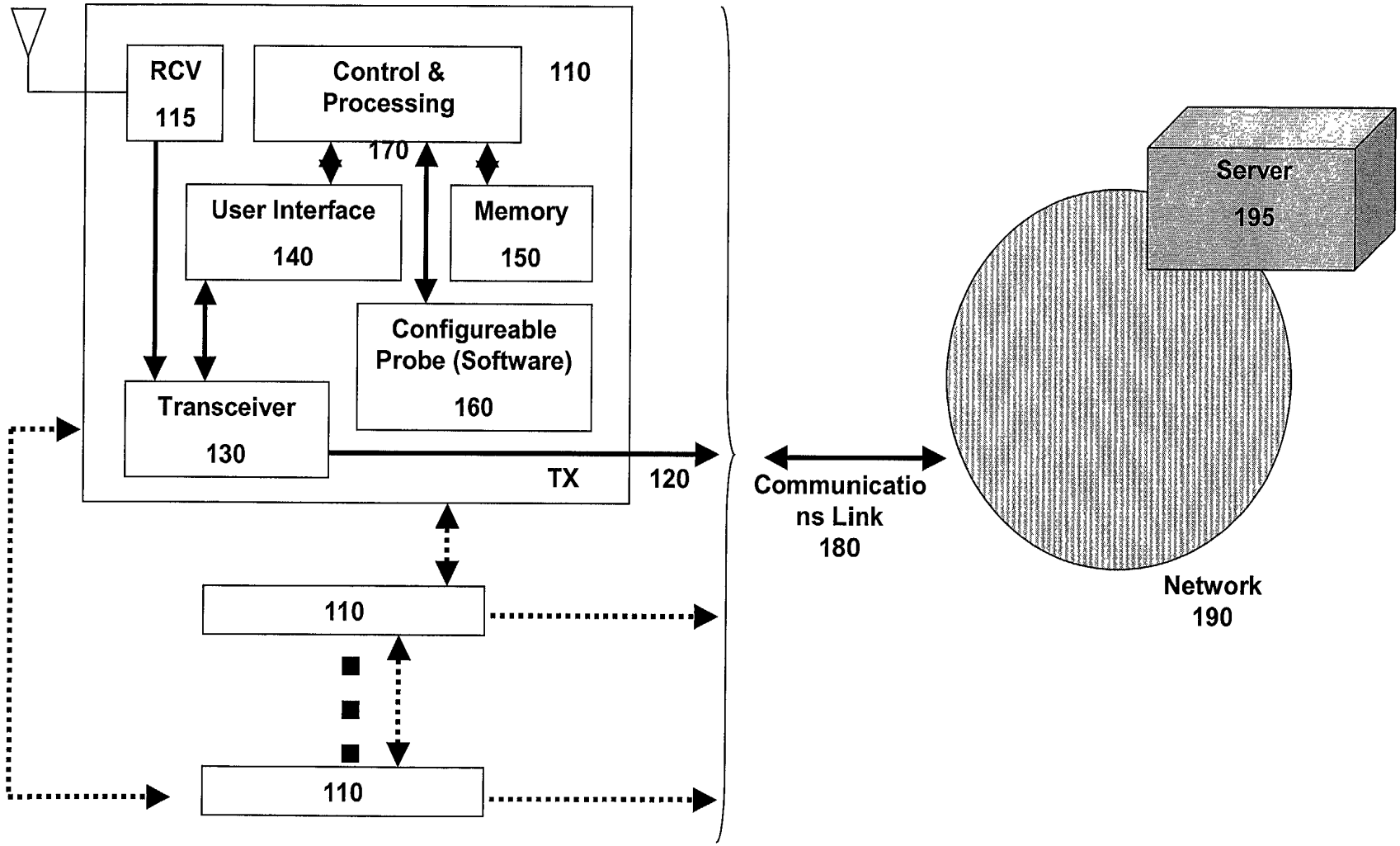
RCV
115
Control &
Processing
110
170
User Interface
140
Memory
150
Configureable
Probe (Software)
160
Transceiver
130
TX
120
110
110
Communicatio
ns Link
180
Server
195
Network
190

Figure 2
200
Unattended Probes 110
210
Radio access
Circuit Switch or Packet Network 220
PSTN
IMF
VPN Tunnel to Corporate Intranet 230
Internet 250
Corporate Intranet 240
Server 195
Server 195
Server 195
Corporate Network 260

Figure 3 300

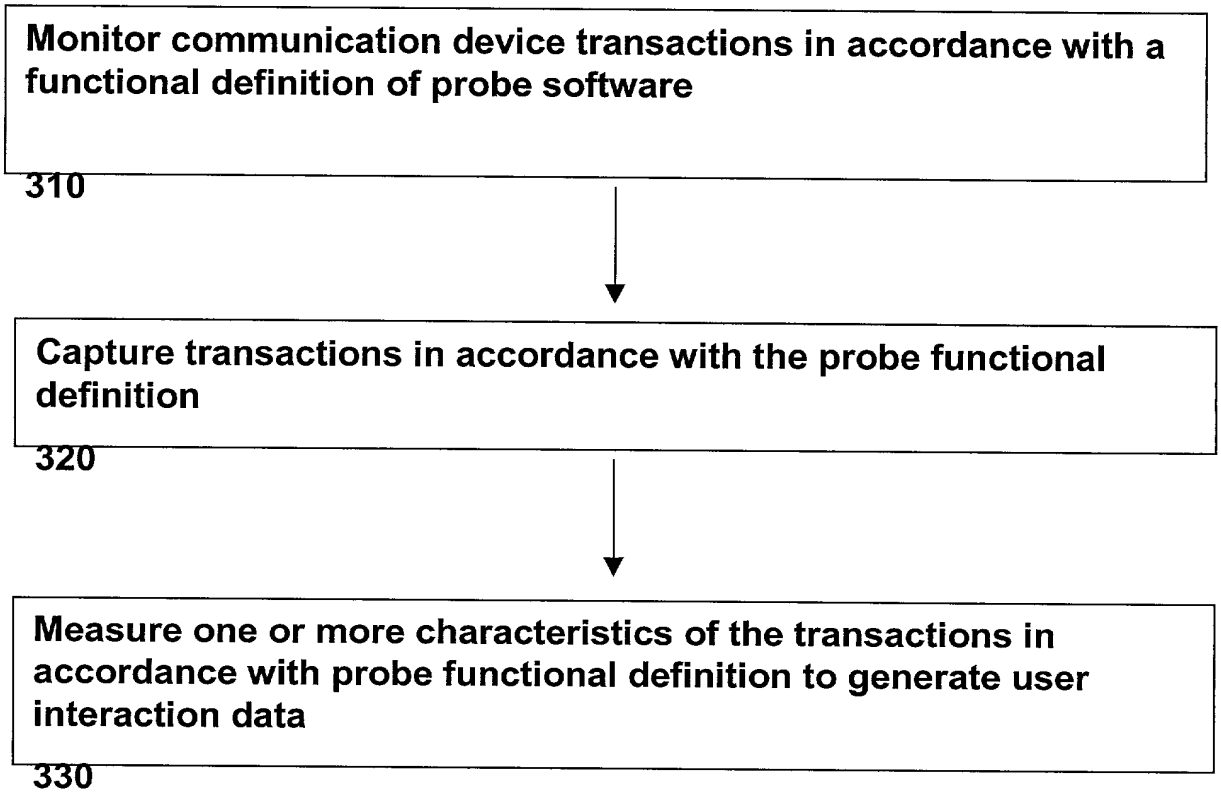

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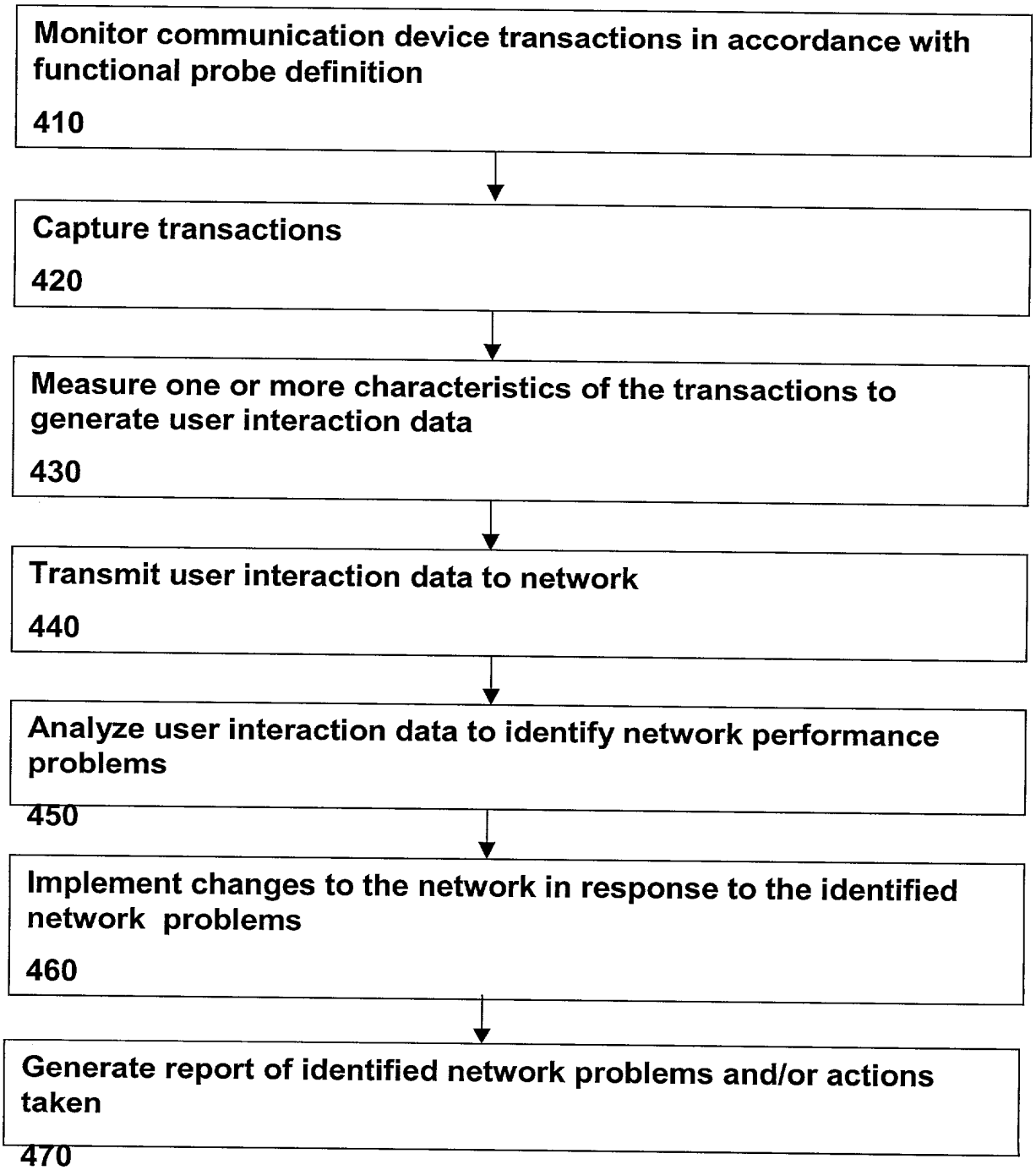
Figure 4 400


Monitor communication device transactions in accordance with functional probe definition
410
Capture transactions
420
Measure one or more characteristics of the transactions to generate user interaction data
430
Transmit user interaction data to network
440
Analyze user interaction data to identify network performance problems
450
Implement changes to the network in response to the identified network problems
460
Generate report of identified network problems and/or actions taken
470